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CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 CFR 1.10)

Docket No.
01-172

Applicant(s): Srinivasan, et al.

Serial No.
09/804,728

Filing Date
3/13/2001

Patent No.
UNASSIGNED

Issue Date
UNASSIGNED

METHOD AND APPARATUS FOR INTERNET CUSTOMER RETENTION

I hereby certify that the following documents:

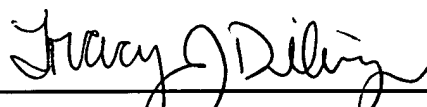
- 1 Transmittal)
- 1 SIGNED Declaration and Power of Attorney
- 1 ACKNOWLEDGEMENT POSTCARD

are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 in an envelope addressed to:

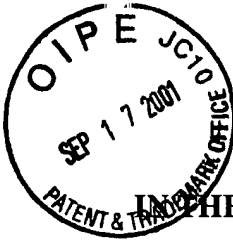
Assistant Commissioner for Patents, Washington, D.C. 20231-0001
ATTN: BOX MISSING PARTS

EXPRESS MAIL LABEL NO.: _EL916596713US

Dated: September 17, 2001


Tracy J. Dillinger

EL916596713US



THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: SRINIVASAN, ET AL.)
Serial No.: 09/804,728) METHOD AND APPARATUS FOR
Filed: March 13, 2001) INTERNET CUSTOMER RETENTION
Docket No.: 01-172)

Assistant Commissioner for Patents
Washington, D.C. 20231

TRANSMITTAL

In reviewing our file, we note that we found the original signed Declaration and Power of Attorney. We believed this document was submitted on July 13, 2001, however, because it was discovered in our file, we are forwarding same to the United States Patent Office.

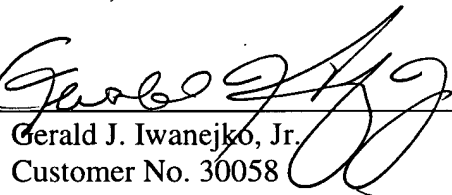
Applicant believes no fees are associated with this filing, however, the Commissioner is hereby authorized to charge Deposit Account No. 03-2026 for any fee deficiency associated with this request.

Respectfully submitted,

SRINIVASAN, et al.

Date: September 17, 2001

By


Gerald J. Iwanejko, Jr.
Customer No. 30058

Attorney for Applicants